

## **WARREN COUNTY BOARD OF SUPERVISORS**

**COMMITTEE:            SUPPORT SERVICES**

**DATE:                    MARCH 4, 2010**

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**COMMITTEE MEMBERS PRESENT:**

SUPERVISORS    TAYLOR  
                     GIRARD  
                     STRAINER  
                     STEC  
                     LOEB  
                     MCCOY

**COMMITTEE MEMBER ABSENT:**

SUPERVISOR    VANNESS

**OTHERS PRESENT:**

AMY CLUTE, SELF-INSURANCE ADMINISTRATOR  
ROBERT METTHE, DIRECTOR OF INFORMATION TECHNOLOGY  
PAUL DUSEK, COUNTY ATTORNEY  
JOAN SADY, CLERK OF THE BOARD  
KEVIN GERAGHTY, BUDGET OFFICER  
SUPERVISORS    BENTLEY  
                         KENNY  
                         PITKIN  
                         THOMAS  
DON LEHMAN, *THE POST STAR*  
THOM RANDALL, *THE ADIRONDACK JOURNAL*  
CHARLENE DiRESTA, SR. LEGISLATIVE OFFICE SPECIALIST

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Mr. Taylor called the meeting of the Support Services Committee to order at 10:47 a.m.

Motion was made by Mr. Girard, seconded by Mr. Stec and carried unanimously to approve the minutes of the previous meeting, subject to correction by the Clerk of the Board.

Privilege of the floor was extended to Amy Clute, Self-Insurance Administrator, who requested the Committee enter into an executive session to discuss a Worker's Compensation claim that was currently in litigation.

Motion was made by Mr. Stec, seconded by Mr. Girard and carried unanimously that executive session be declared pursuant to Section 105 (d) of the Public Officers Law.

Executive session was declared from 10:48 a.m. to 10:56 a.m.

The Committee reconvened and Mr. Taylor stated no action was necessary pursuant to the executive session.

Privilege of the floor was extended to Robert Metthe, Director of Information Technology (IT), who stated he wanted to update the Committee on an issue resulting from the number of visits to the County website. He advised there were a number of graphs and charts he would like to show to the Committee members; however, he added, he was having difficulty accessing the websites due to the issue he was referring to. Paul Dusek, County Attorney, stated the fact that Mr. Metthe was having difficulty accessing the websites was good as it showed the Committee the current issue caused by traffic on the County website. He explained there was a problem with the t-line in the Municipal Center which was slow from being overloaded and he had been having difficulty accessing sites that were necessary for legal research.

Mr. Metthe said a program called Google Analytics was used to track the traffic on the County website. He advised they used the program to track the statistics of all the websites the County had on the internet, as well as the sharepoint sites and intranet sites. He noted the usage of

the County website by the public was astounding. He apprised the key to a successful website was content and if the content was changed or updated on a regular basis people came back to the same website to check for updates. He displayed a graph for the Committee members which showed an increase in the traffic to the Warren County website. Mr. Loeb noted the graph showed a decrease in usage during the weekend and Mr. Metthe agreed saying the majority of the traffic was during working hours on weekdays. He said the traffic was causing an issue due to bandwidth and they were attempting to acquire more bandwidth without expending additional funds.

Mr. Stec reported PrimeLink of Plattsburgh, New York was considering a fiberoptic ring in the City of Glens Falls and Town of Queensbury. He added the project would take two to three years to complete.

Moving on, Mr. Metthe said he wanted to make some comments pertaining to the time management system being considered by the County. He apprised during past discussions on the topic it had been suggested the IT Department could develop a time management system in-house. He noted discussions with the Human Resources Department and Personnel Department had determined that they did not feel an in-house system was the best option and Mr. Metthe said he had agreed. He stated it would cost more to invent a system in-house than it would to contract with a vendor. He apprised the Payroll Department had asked if the IT Department could create a simple program and he had responded affirmatively but the program would only collect hours, not perform time management. He said the Payroll Department had advised an in-house system that collected hours would be a fallback option if the Board rejected the time management system bids. Mr. Metthe advised he did not feel it was wise to invest over \$100,000 and many man-hours on a temporary solution which would be replaced within a few years.

Mr. Metthe reported when he first came to work at Warren County they were developing an in-house payroll system. He stated it was a good system which had received compliments from the State; however, he added, the auditors had issued violations for having an in-house payroll system which they said lacked controls. He added the in-house system was discarded and a package system was purchased. He apprised the IT Department could develop an in-house system but he advised against it. Mr. Strainer said there had been four presentations by time management companies and he asked if there had been a consensus on which company had the most to offer the County. Mr. Metthe responded there was a recommendation that would be presented to the Personnel and Finance Committees.

Brief discussion ensued.

Mr. Metthe stated the IT Department had approximately a 40% decrease in the 2010 budget compared to the 2009 budget. He added there was an existing Capital Project which was used for emergency purchases. He explained there was approximately \$1 million in infrastructure in the County and the amount remaining in the budget to maintain it was approximately \$2,000. He said there was \$50,000 remaining in the Capital Project which had been earmarked towards the purchase of a time management system. He requested the Committee consider the possibility of changing the amount that was earmarked for the time management system to \$40,000 which would leave the remaining \$10,000 to be used for emergency purchases to maintain the infrastructure. He explained if it was necessary to report to the Committee to

request additional funds in the event of an equipment failure there was a high probability that work time would be lost. Mr. Taylor said since the time management system proposal would be presented at the Finance Committee meeting, they should discuss the concept of reducing the amount that would be allocated from the IT Capital Project. He added if it was approved at the Finance Committee it would be referred back to the Support Services Committee for approval.

Returning to the internet related issue, Mr. Metthe said there had been approximately 17,000 visits to the Warren County website in the last 30 days. He noted when the public visited the website it caused savings elsewhere in the County and he gave the example that it reduced the number of phone calls to the County and the amount expended on postage as forms could be printed from the website. He noted there were many return visitors to the website. Mr. Strainer asked which areas of the website had the highest traffic and Mr. Metthe replied the majority of the visits were to the County Clerk portion to obtain records or forms. He added the Real Property portion of the website was also visited frequently. He explained there were 406,000 lines of code involved in creating the website and the salary of the employee who completed the work was reimbursed at approximately 90%.

As there was no further business to come before the Support Services Committee, on motion made by Mr. Stec and seconded by Mr. Strainer, Mr. Taylor adjourned the meeting at 11:19 a.m.

Respectfully Submitted,  
Charlene DiResta, Sr. Legislative Office Specialist